

From: [REDACTED]

Sent: 17 February 2022 13:24

To: [REDACTED]

[REDACTED] Accessibility Group

Subject: RE: Alert: Storm preparation

CAUTION: This email originated from outside the Northern email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Dear all

The following email has been sent to the ORR:

Dear [REDACTED]

I would like to update you on the current work underway in relation to passenger assist bookings for Friday 18 February and the "Do Not Travel" notice issued today.

At present, all train operators are undertaking proactive contact with customers who are booked to travel on Friday to rearrange their planned journeys. Alongside this, members will be not accepting any new booking requests from customers for Friday, instead directing customers to alternative days when journeys can be made (which is in line with the overall "Do Not Travel" for all customers, not just customers requiring assistance). I would also like to alert you that we may experience challenges with alternative transport due to the weather, as service providers may make their own operational safety decisions.

Full customer information can be found at https://www.nationalrail.co.uk/service_disruptions/290133.aspx which includes a paragraph about assisted travel.

If you have any questions, please don't hesitate to reach out to me.

Kind regards

[REDACTED]

When speaking to [REDACTED] just now, he thanked me for the update and will keep it in mind should there be any customer contact about this.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED] | Rail Delivery Group

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 17 February 2022 12:41

To: [REDACTED]

[REDACTED] Accessibility Group [REDACTED]

Subject: RE: Alert: Storm preparation

To confirm I'm putting calls in now to follow up with emails straight after.

Thanks

[REDACTED]

[REDACTED]

[REDACTED] | Rail Delivery Group

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 17 February 2022 12:38

To: [REDACTED]

[REDACTED] Accessibility Group

[REDACTED]

Subject: Re: Alert: Storm preparation

CAUTION: This email originated from outside the Rail Delivery Group email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Yes please [REDACTED] - obviously we kind of need a response in hours so hopefully they'll understand the urgency.

■

Get [Outlook for iOS](#)



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]

Sent: Thursday, February 17, 2022 12:35:12 PM

To: [REDACTED] Accessibility Group

[REDACTED]

[REDACTED]

[REDACTED]

Subject: Re: Alert: Storm preparation

CAUTION: This email originated from outside the Rail Delivery Group email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Very helpful [REDACTED] thanks.

Getting ORR confirmation asap would be much appreciated.

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]

Sent: 17 February 2022 12:33

To: [REDACTED] Accessibility Group

[REDACTED]

[REDACTED]

[REDACTED]

Subject: RE: Alert: Storm preparation

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CAUTION: This email originated from outside the Rail Delivery Group email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED]

Thanks. GTR Assisted Travel are already proactively contacting booked customers to make clear the likely impacts on booked travel tomorrow. Our web message already highlights extensive disruption on TLGN network and are now expecting this to be updated to a 'Do not travel' message across the whole GTR network imminently.

Given the strength of the 'Do not travel' message, we would appreciate industry clarity whether we should/could cancel booked travel altogether over this period as to take a booking for a journey that we know is highly likely to be disrupted may set an unrealistic expectation.

Conversely, refusing a booking, as we know goes against everything we would normally do, so this is uncharted territory.

Appreciate urgent guidance on this so the advice we provide to our booked customers is consistent with industry ie whether we should refuse a booking if there is a general 'Do not travel' message in place?

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]
Sent: 17 February 2022 12:24

To: Accessibility Group [REDACTED]

Subject: RE: Alert: Storm preparation

https://www.nationalrail.co.uk/service_disruptions/290133.aspx

<https://media.raildeliverygroup.com/news/rail-companies-urge-customers-to-re-plan-journeys-as-storms-threaten-major-disruption>

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Rail Delivery Group



[REDACTED]
[REDACTED] | Rail Delivery Group
[REDACTED]
[REDACTED]
[REDACTED]

www.raildeliverygroup.com



The contents of this email and attachments are for the addressee only and should be treated as confidential. If you have received this email in error, please tell us, and delete it. Rail Delivery Group is the trading name of ATOC Limited, Rail Settlement Plan Limited, Rail Staff Travel Limited, Train Information Services Limited and NRES Limited, all of whose registered address is 200 Aldersgate Street, London EC1A 4HD.

This message has been scanned for malware by Proofpoint Protection Server.

This email is sent for and on behalf of London North Eastern Railway Limited, registered in England and Wales with company number 04659712. Registered Office: East Coast House, 25 Skeldergate, York YO1 6DH.

This email and its attachments, if any, is for or from the above named company only and may contain confidential or proprietary information and/or information which may be legally privileged.

If you are not the intended recipient, please delete all copies and notify the sender by replying to this e-mail and highlighting the error. You must take no action based on the email and/or its attachments, nor must you use, distribute, print, disclose, copy, or rely on this e-mail and/or its attachments.

Whilst reasonable caution has been taken to ensure that this email and any attachments are free from viruses, it is your responsibility to check for viruses before opening this email or forwarding it.

To the fullest extent permitted by law, London North Eastern Railway Limited accepts no liability for any losses arising from your receipt or use of this email including but not limited to those caused by viruses. Any opinions or information expressed in this email and its attachments do not necessarily represent the views held by London North Eastern Railway Limited.